



October 8, 2020

Web Announcement 2326

Attention All Providers: Nevada Medicaid Fiscal Agent Company Name Changes to Gainwell Technologies

Effective October 1, 2020, Veritas Capital purchased the Medicaid Fiscal Agent business from DXC Technology. Under Veritas, the Medicaid Fiscal Agent business has been named Gainwell Technologies. Very few changes related to this transition will impact Nevada Medicaid providers and recipients.

Gainwell Technologies will continue to perform all responsibilities as the Nevada Medicaid Fiscal Agent with no interruption in services, including providing call center support, provider communication, billing instructions and reference documents through the www.medicaid.nv.gov website, provider enrollment, prior authorizations, provider training, etc. Call Center Representatives will continue to identify themselves as Nevada Medicaid as they do now, instead of by the Fiscal Agent company name.

Providers are asked to be aware that email addresses to contact the Fiscal Agent will be changing to reflect Gainwell instead of DXC. Eventually, the email addresses of staff and services will change from the "dxc.com" domain to the "gainwelltechnologies.com" domain. The email name already in use will remain the same; only the domain will change to gainwelltechnologies.com.

Currently, providers may receive emails showing gainwelltechnologies.com, but providers may continue to use dxc.com as both of these domains are valid. Email addresses that will be impacted include the following EDI support, provider training, peer-to-peer review request and provider enrollment email addresses. Please continue to use the following email addresses for now:

- NVMMIS.EDIsupport@dxc.com
- nevadaprovidertraining@dxc.com
- nvpeer_to_peer@dxc.com
- nv.providerapps@dxc.com

A future web announcement will be published to notify providers when the dxc.com email domain will no longer be accepted.

If you have any questions regarding this transition, please reach out to the Nevada Medicaid Provider Customer Service Call Center at (877) 638-3472.